

**Bureau of Managed Care  
Managed Care Organizations  
Policy / Procedures**

**General Contract Monitoring**

**Reporting Key Position Changes**

Health plans are required to report key personnel changes (both additions and deletions) to the Department in accordance with Section 2.3 of the Contract effective January 1, 2018. Health plans shall send written notice of such changes no later than two (2) Business Days after the changes occur. Notifications shall be sent via email to the BMC Office Coordinator with copy to the BMC Compliance Manager and the HFS Account Manager.

This policy applies to the following individuals in an administrative capacity, whether they are directly employed or contracted:

1. Chief Executive Officer,
2. Chief Operating Officer,
3. Chief Financial Officer,
4. Chief Medical Officer,
5. Medical Director,
6. Chief Psychiatrist,
7. Enrollee Services Director,
8. Provider Service Director,
9. Management Information System Director,
10. Care Management Manager,
11. Integrated Health Homes Program Manager,
12. Long-Term Services and Supports Program Manager,
13. Community Liaison,
14. Quality Management Coordinator,
15. Utilization Management Coordinator,
16. Compliance Officer,
17. Registered Pharmacist,
18. Transition Officer,
19. Other key personnel identified by the MCO, and
20. Designated liaisons identified in Section 2.3.2.

Health plans must submit the following information with each notification:

1. Name of individual that is changing position
2. Effective Date of the transition
3. Contact information for individual that is changing position
  - a. Title
  - b. Phone Number (cell and direct line)
  - c. Email Address
  - d. Fax Number
4. When reporting a new addition, include the individual's résumé.
5. When reporting an incumbent vacating a position, include the information listed above for the interim and/or permanent replacement.

**Policy History**  
**General Contract Monitoring**  
**Reporting Key Position Changes**

<b>Date</b>	<b>Action</b>	<b>Policy Originator</b>
August 2019	Contract Clarification	Sherri Sadala

<b>Policy Revisions</b>	<b>Revision Approved</b>
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